

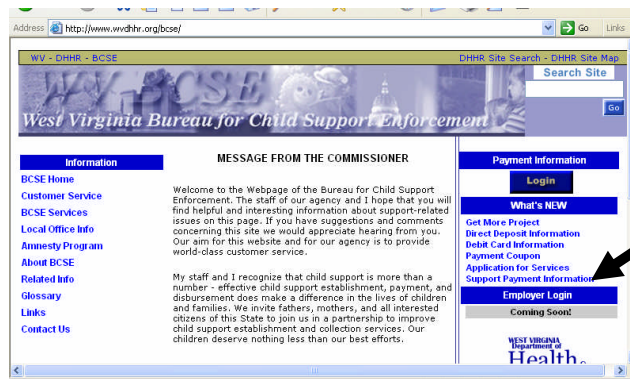


West Virginia Support Center & PayConnexion

West Virginia support obligors have a new, convenient method of making payments electronically called the **WV Support Payment Center** operated by **PayConnexion**.

- I. The West Virginia Support Payment Center is the result of more than 6 months of intensive effort by the BCSE and its SDU (State Distribution Unit) vendor, JPMorgan Chase, which involved work by their legal, policy, training, and technical units.
- II. Payments can be made at any time-- even during court hearings-- by credit card (MasterCard and Visa) and ACH (Automated Clearing House e-checks).
- III. The WV Support Payment Center can be accessed:
 - A. By calling a toll-free phone number, with options of speaking to a live customer services representative or using the automated process, or
 - B. From the internet by using the *Support Payment Information* link on the WV BCSE's website.

www.wvdhhr.org/bcse/



- C. PayConnexion also operates a separate toll-free phone number Customer Service Center 24 hours, 7 days a week to handle issues/questions regarding card usage, reporting fraudulent charges, lost/stolen cards, etc.
- IV. The BCSE announced this new service to obligors by:
 - A. Placing notices in their monthly billing statements,

- B. Putting a pop-up on the BCSE website which provides the toll free number and a link to the WV Support Center,

Note: In the future, the WV Support Center will also be accessible from other links found on the DHHR and BCSE websites,

- C. Mailing legislators and public officials copies of an article in the BCSE's monthly newsletter which highlighted the service, and
- D. Sending outreach letters to WV's Family Court and Circuit Court Judges.

Note: At least one Judge has ordered a payment made during a contempt hearing!

- V. Anyone (new spouse, boyfriend/girlfriend, parent, or grandparent) can make a payment on behalf of the obligor but the payor **must** have the obligor's Social Security number.
- VI. One-time or recurring payments can be made.
 - A. To set up recurring payments, the obligor must establish a PIN number.
 - B. Thus far, thirty-five (35) obligors have established recurring payments using PayConnexion.
- VII. As with most electronic systems, there is a \$3.00 convenience fee charged by the bank for each payment made through the WV Support Payment System.
- VIII. The minimum support payment when using a credit card is \$10; however, no minimum payment is required when paying by an e-check.
- IX. Successes:
 - A. The first day the WV Support Center was online, the BCSE received a \$1000 payment.
 - B. From December 16, 2006 to January 12, 2007, the BCSE received more than \$44,000 in electronic payments—before the site was even advertised!
 - C. From January 1, 2007 through May 31, 2007, the WV Support Payment Center processed 1274 transactions.
 - 1. During that time period, \$ 479,070.57 in support was collected electronically.
 - 2. Of these payments, 61% were made by in-state payors and 39% of the payors were from out-of-state.

3. 245 payments totaling \$80,752.03 were MasterCard payments;
4. 515 payments totaling \$216,136.14 were made by Visa;
5. 514 totaling \$182,182.40 were ACH.

X. Lessons learned.

A. Have a lawyer involved in the process from the beginning.

Example: A legal issue that could have been a deal breaker arose when the SDU wanted the BCSE to enter into a separate contract with its subsidiary that manages PayConnexion. West Virginia law prohibits this; but through its attorney, the BCSE was able to negotiate a Memorandum of Understanding that satisfied both parties.

B. Make sure the right people with the right skills from the various units (legal, policy, training, and technical) are on the implementation team. This ensures that all phases of the project can move forward in a timely manner.

C. Meet often with the vendor to monitor the progress of the project and to handle problems as they arise.

1. The entire implementation team met weekly at first, then later on a monthly basis.
2. At certain phases of the project, however, such as testing, the necessary units continued to meet on a weekly basis.
3. Initial meetings were face to face. Later ones were by conference call.

D. Keep all staff briefed to some degree as the project progresses rather than giving them all the new information at once when the project goes online so that the staff will not be overwhelmed by the changes involved in the process.

E. Develop desk guides and training for front-line workers.

1. Ensures they are prepared to respond to customer questions.
2. Allows them to encourage use of the system when interacting with customers.

XI. If you have questions about the WV Payment Support Center, contact Garrett Jacobs at 304- 558-4159 (email garrettjacobs@wvdhhr.org) or Hal Pendell at (304)558-3780 (email we#7960@wvdhhr.org).